

**manor adventure**  
no one does school residentials' better!

# COURSE REPORT FORM

*Château du Broutel*



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

# Château du Broutel

Rue du Marais, 80120 RUE (FR)

## Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL: ..... PARTY LEADER: .....

DATES: 19th - 22nd April ..... EMAIL: .....

ACCOMMODATION: Château / Ecurie / Normandy (circle as appropriate)

Please score on the following basis if not making any comment:

1- Excellent    2- Very Good    3- Good    4- Acceptable    5- Poor

### Section 1; pre-arrival

Did you find the brochure accurate and informative?..... 3

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

..... 3  
.....

If you had a visit from one of our School Journey Advisors;

Did he provide a fair description of our centre & product? ..... n/a

How was the Presentation Evening? ..... na

How did you rate our pre-visit administration?

UK..... 1 .....(Mandy)

Château..... 1 .....(Marie)

Preview visit to the centre?..... n/a

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

### Section 2; Arrival

General welcome ..... 1 .....

Fire drill ..... 1 .....

Room allocation ..... 1 .....

Intro talk ..... 1 .....

### Section 3; Centre Facilities

Pupil's accommodation ..... 1 .....

The grounds ..... 1 .....

Teacher's accommodation ..... 3 .....

Teachers lounge ..... 1 .....

Washing & toilet facilities ..... 1 .....

Cleanliness/Hygiene ..... 1 .....

Were there any accommodation problems?

*Bloked toilets*

### Section 4; Meals

Were the meals of an adequate standard?

3

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: *Pizza* ..... Least: *chilli* .....

Were all dietary requirements catered for?

*Yes* ..... 1 .....

Please rate the packed lunch meals: ..... 1 .....

Any other comments?

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Animators?

Helpfulness.....3

Professionalism.....1

Friendliness.....1

Which animator(s) deserve(s) a special mention and for what reason?

..... Connor - excellent all round. children loved  
..... Marie - friendly, enthusiastic him.  
.....  
.....

How do you rate the evening activities?

..... 1  
.....  
.....

What were your pupil's favourite evening activities?

..... Campfire  
.....  
.....

Do you have any suggestions on how we could improve our product or evening activities?

.....  
.....  
.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 6; Excursions

Excursion 1: Somme / Albert..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Excellent guide at museum.....

Excursion 2: Market..... (name excursion)

How well did the excursion fulfil your expectations: 5.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: No instructor to accompany us - had to ask for French language sheets. (The market itself was great.).....

Excursion 3: Mayonnaise..... (name excursion)

How well did the excursion fulfil your expectations: 4.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Instructors were late, little French speaking encouraged, poor introduction & engagement - more French please!.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Aeroball..... (name excursion)

How well did the excursion fulfil your expectations: ..... 3

Enjoyment students: ..... 1

Enjoyment teachers: .....

Suitability to your group: ..... 1

Comments: 8 max can play. A lot of waiting around!  
Another activity should be offered so they aren't

Excursion 5: just sitting around..... (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....  
.....

Excursion 6:..... (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....  
.....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Grounds, Chateau experience,

French market, Acrobatics.

Which aspect of your stay was least satisfactory? Nothing really!

How do you rate the course overall on a value for money basis? .....

Will you be considering a further visit with Manor Adventure? Yes

Where did you hear of Manor Adventure? Returnee's

What were the reasons for choosing Manor Adventure? French experience, proximity to  
bathefields.

Which centre(s) did you visit last year? n/a

What other visits does your school organise? many!

Do you have any further comments which you feel would be useful to us?

Overall we enjoyed our return after Covid - the  
children had a brilliant experience. Thank you to  
Mani & Mandy (office) for all their help planning &  
answering all ~~our~~ <sup>my</sup> questions.

## Section 8; referral

Do you know of any other schools or colleges that may be interested in visiting any of our centres in  
England, Scotland, Wales or France?

Name:..... Name:.....

Address:..... Address:.....

.....

.....

.....

.....

# Section 9; Coach Report Form

School name ..... Date of stay ..... 19th - 22nd April

Drivers name ..... Andrei ..... Number of seats .....

Please circle as appropriate:

Safety talk received:  Yes /  No

Safety DVD shown:  Yes /  No

Entertainment: Video  DVD /  None

Toilet:  Yes /  No

If yes, was it clean?  Yes /  No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes:  Yes /  No

For the next section please enter a score on the following basis

- 1 - Excellent     2 - Very Good     3 - Good     4 - Acceptable     5 - Poor

Professionalism of the driver:

Friendliness to teachers ..... 1

to children ..... 1

Attitude/Cooperation during stay .....

State of the coach ..... 1

Time keeping:

Arrival at school ..... 1

Excursions ..... 1

Drivers knowledge of visits ..... 1

Any additional comments:

I can't praise him enough! Friendly, helpful, professional, smiley - spotless coach. Having a helpful driver makes everything run much more smoothly. THANK YOU!